

## DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, October 24, 2018

3:00 p.m.

Durham County Human Services Building  
414 E. Main Street – 2<sup>nd</sup> Floor Conference Room

The Durham Homeless Services Advisory Committee met on the above date and time.

**Committee Members Present:** Chair Charita McCollers, MSW (Lincoln Community Health Center/Federal Health Care for the Homeless); Vice-Chair Ellecia Thompson (Durham VA Medical Center); Secretary Jonathan T. Crooms (Durham County Veteran Services Office); Durham City Manager Thomas J. Bonfield; Reverend Dr. B. Angeloe Burch, Sr. (Corporate Private Sector Representative for Durham County/Executive Director, African American Dance Ensemble); Heidi Carter, Durham County Commissioner, Xavier Cason (Durham Public School Board); Drew Cummings, Chief of Staff (Durham County Manager's Office); Janeen Gordon (Durham County Social Services – *proxy for County Commissioner Heidi Carter*); Calleen Herbert (NCCU Office of Community Engagement & Service); Angela Holmes (Former Homeless Representative for Durham County); Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Regina D. King (Faith Community Representative for the City of Durham); Mayor Steve Schewel; Tracy Stone-Dino (Alliance Behavioral Healthcare); Fred Stoppelkamp (Non-Profit Representative for Durham County); Ve'ga Swepson, Resource Specialist (Durham Technical Community College); Chris Toenes, MSW (Non-Profit Representative for the City of Durham/TROSA); Captain Helen Tripp (Durham County Emergency Medical Services (EMS) and Angela Vick-Lewis (Formerly Homeless Representative for the City of Durham).

**Excused Committee Members:** Meredith Daye, Development Director (Durham Housing Authority).

**Committee Members Absent:** Alma Davis (Durham Crisis Response Center – *Proxy for Kathy Hodges*); Captain Stan Harris (Durham County Sheriff's Department); Lois Harvin-Ravin (Durham County Veteran Services); Kathy Hodges (Durham Crisis Response Center); Mark-Anthony Middleton (Durham City Council – *proxy for Mayor Steve Schewel*); Melody Marshall, Homeless Liaison (Durham Public Schools); Alex Protzman (LIFE Skills Foundation); Tony Tosh (Private Sector Representative for the City of Durham/Prosperity Recovery Services) and Mayme Webb-Bledsoe (Duke University).

**Staff Present:** Director Reginald Johnson, Assistant Director of Strategy Karen Lado, Project Manager Lloyd Schmeidler, Hanaleah Hoberman, Project Manager II, Project Analyst Keshia Barnette (Department of Community Development) and Senior Executive Assistant Sheila Bullock (Office of the City Clerk).

**Also Present:** Rikki Gardner, Samantha Martin, Housing for New Hope (HNH); Dr. Perry Tankard, Sr. (Impact CDC); Joyce Caerno (WakeUp ReachUp); Catherine Pleil, Ryan Fehrman Families Moving Forward (FMF); Odie Roberson (HCH); Carolyn Schuldt, Open Table Ministries (OTM); Carolyn E. Hinton, Harvey Hinton III (Healing with CAARE) and Sheldon Mitchell, Valerie Haywood, Bond Kerdins, Urban Ministries of Durham (UMD).

### **Subject: Call to Order/Welcome**

Chair McCollers called the meeting to order at 3:04 pm and reviewed aloud the goals of the HSAC.

Because of a lack of quorum, Chair McCollers announced the minutes would be approved later in the meeting.

### **Subject: Housekeeping Items**

Chair McCollers gave a brief review of the protocol that is to be used to sign up to speak during the Public Comment Period listed on the HSAC's meeting agenda. She explained that this period is reserved for Continuum of Care (CoC) members to speak on current matters. Members are asked to sign up on-line or prior to the start of the HSAC meeting. Speaker forms are located on the sign-in tables and the time allotted for each individual that signs up to speak is three minutes. However, if more than one person from an entity would like to speak on an issue, Chair McCollers stated that the HSAC can limit the time to less than three minutes per person. She added that they will try to give preference to those individuals who have, in advance, used the on-line format of signing up for Public Comment. Chair McCollers also noted that ten minutes has been built into the meetings for the Public Comment section to last, however, at the Chair's discretion, the time can be lengthen.

Finally, Chair McCollers pointed out that the Public Comment Period is a time for CoC members' voices to be heard, and reminded everyone, the HSAC meeting is also a business meeting. Therefore, comments will only be entertained from the gallery when a member of HSAC has a very specific question related to a particular topic they are dealing with. These protocol procedures are an effort to ensure that other members of the CoC are recognized to speak. They are also a way to make sure the meeting is conducted in an orderly manner so that the matters listed on the agenda can be addressed.

### **Subject: Minutes Review and Approval – September 26, 2018 HSAC Minutes**

**Motion** by Committee Member Burch, seconded by Committee Member Holmes, to approve the September 26, 2018 minutes was approved unanimously at 3:10 p.m.

### **Subject: Public Comment Period**

Perry Tankard (Impact Community Development Corporation) stated that he was attending the HSAC meeting to find out more about what was going on with the homeless organizations in Durham. Mr. Tankard commented that he wants to connect with more organizations in the community to partner and help various families. He stated that his organization is currently being re-vamped to be able to do more to reach families and they are also representing other organizations that are preparing to work with homeless Veterans. Mr. Tankard concluded by commenting that "even though many organizations are doing a lot, there is still much more work to do."

Chair McCollers thanked Mr. Tankard for his comments.

#### **Subject: City-Funded Homeless Services Pilots Development Process**

Hanaleah Hoberman, Project Manager, II (Department of Community Development) presented a power point presentation summarizing the process being used by the city to plan for some of the request for proposals for funds that the city allocated in the 2018-2019 fiscal year budget process last spring. Presentation included the following topics:

- June 2018 \$450,000 allocation by Durham City Council in the 2018-2019 city budget to fund pilot programs for Shelter Diversion, Housing Navigation, and Coordinated Entry Administration;
- June 2018 \$150,000 allocation by Durham County Board of Commissioners in the 2018-2019 county budget to fund a centralized intake unit at the Department of Social Services that will coordinate intake for a variety of social services not limited to coordinated entry for homeless services;
- City is in conversations with the N.C. Coalition to End Homelessness regarding the Coordinated Entry Administrator position about the possibility of looking at the position as being an expansion of their role as our HMIS Lead Agency;
- Coordinated Entry Diversion Work Group;
- The Housing Navigation Work Group; and
- Timelines.

Ms. Hoberman noted that over the past few months work groups have shadowed providers to learn how systems are working and where gaps exist. They have also looked at best practices in various sister communities to see what they are doing and what has worked for them in order to develop proposals that can be reviewed to determine what will work best for Durham.

Vice-Chair Thompson wanted to know if there will be any limitations on the CoC granting HMIS access to licenses. Lloyd Schmeidler, Project Manager (Department of Community Development) responded by stating there is a limit to how many HMIS licenses they can have but they have not reached that limit at this time. They are open to considering additional licenses being awarded to staff and groups in the community.

Vice-Chair Thompson noted that the Durham Veterans Administration (VA) has had access in the past. She wants to make sure that they maintain their license for the HMIS because she didn't see it mentioned in the power point presentation. Ms. Hoberman commented that they do have representation from the VA at the Coordinated Entry Work Group.

Vice-Chair Thompson also pointed out that the VA does have a Housing Specialist that participates in the Housing Navigation Work Group. She asked if they were consulting with the Orco Consulting Group on this process. Mr. Schmeidler explained that Orco Consulting was contracted with the City to assist in developing policies and procedures for the Coordinated Entry System. He commented that the contract is completed and the policies and procedures were adopted in January 2018 by the HSAC.

Additional comments were made on Coordinated Entry by Ms. Hoberman.

Committee Member Herbert asked to look back at the list in the presentation concerning the Diversion Work Group because she wanted to make sure there was something there involving the youth.

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Commissioner Carter thanked Ms. Hoberman for her presentation and added that it is great to have an overview to know how the money from the city and the county's recent budget is being spent. In response to Commissioner Carter's question regarding whether there is a difference between Coordinated Entry and Coordinated Intake, Ms. Hoberman explained that Centralized Intake refers to centralizing all the intake for all adult services at the Department of Social Services. Coordinated Entry specifically refers to planning a streamline process by which people move through the homeless system and is specific to homelessness.

Committee Member Burch asked if the HSAC members could receive information from the presentation. Chair McCollers said that the information would be made available.

Chair McCollers announced that there were people from the gallery that want to speak but in light of their earlier conversation about when the gallery can respond, she noted that it was not an appropriate time for response. Chair McCollers added that they could entertain those responses during an appropriate comment portion at their next meeting, unless someone from the HSAC had a specific question of someone in the gallery.

Committee Member Cummings commented that he was curious as to whether either Catherine Pleil or Carolyn Schuldt had any thoughts.

Ms. Schuldt (OTM) noted that she did not see any agencies in the presentation under the "Planning the Coordinated Intake" list that specifically worked with unsheltered homeless folks. She expressed her concern about not wanting them to be left out. Ms. Schuldt wondered if this is a closed group or could she volunteer. Ms. Hoberman responded by saying that she believes that Lincoln deals with unsheltered folks as well as the Street Outreach Team with HNH. In addition, Ms. Hoberman stated she had invited Ms. Schuldt to be a part of the group and that she is welcomed to be there.

Seeking clarification, Ms. Pleil (FMF) asked if the intent of the \$150,000 from the County was for Coordinated Entry or Coordinated Intake.

Committee Member Gordon explained that the request she made to the Durham County Board of Commissioners was for an expansion of aging and adult services for a centralized intake department. She added that with aging and adult services, a centralized intake is a single portal of entry for all things in aging and adult services which include a portion of the responsibilities for coordinated entry. They are currently working with Ms. Hoberman on how to make that work efficiently and effectively by allocating a certain number of FTEs toward diversion and coordinated entry so that the entire centralized intake unit does not become completely coordinated entry. Otherwise, the dollars and allocation that was received from the Durham County Board of Commissioners are not being used for the expansion of the program as indicated.

Committee Member Karriker applauded the City and County for beginning this work and added that it is nice to see the City and County working together on this problem. She looks forward to the reports and is encouraged by this. Committee Member Karriker commented that the HSAC wants to do everything it can to help implement this process and make it successful.

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In response to Committee Member Toenes' question about the housing application piece as it relates to whether landlords will be invited to and encouraged to be active participants in the process, Ms. Hoberman stated yes landlords will be a part of the process and it is about how to bring landlords to the table.

Mayor Schewel congratulated Chair McCollers on sticking with the meeting procedures. He noted that as someone who presides at several meetings, he realizes that can be a hard task.

Mayor Schewel requested a glossary of description or definition of the terms being use such as sheltered diversion, housing navigation, coordinated entry and centralized intake. He mentioned that a two-sentence definition of each term would be helpful for him. Committee Member Burch agreed.

Chair McCollers stated that they will make sure that HSAC members receive a glossary for their next meeting. She also commended Ms. Hoberman for the work she has done and added that HSAC members are also involved in both of the work groups. Chair McCollers, Committee Member Holmes and Durham Housing Authority (DHA) are a part of the Coordinated Entry Group and they will keep HSAC members informed.

### **Subject: Bull City Fresh Start Update**

Mr. Schmeidler announced that Bull City Fresh Start starts in November 2018 with the canvassing phase. It is a three-phase effort to engage with unsheltered homeless people in the Durham Community to connect them to coordinated entry and intake work and also connect them to the services and housing opportunities that can help end their homelessness.

Phase One includes the Street Outreach Programs where crisis intervention team officers and other community members work through November, December and mid-January to identify people who are currently unsheltered. The mobile app will continue to be used for the Point-in-Time Count and will help identify the locations where unsheltered people are found.

Phase Two will be the Point-in-Time Count where all members in attendance at this meeting are invited to participate. The count is scheduled for January 23, 2019. Headquarters for that evening will be the PNC Triangle Club at the Durham Bulls Athletic Park. Trainings for volunteers will take place in advance of the event.

Mr. Schmeidler explained that the Count is scheduled a bit earlier in January than some other communities. This will allow for in the event of inclement weather they will have the opportunity to postpone to Friday, January 25, 2019. HUD requires that the Point-in-Time Count be completed in the last ten days of January annually.

A brief description of how the Point-in-Time Count will be conducted on January 23, 2019 was given by Mr. Schmeidler. On January 24, 2019 all of the unsheltered people who were encountered on the night before as well as those that were not met are invited to attend Phase Three - the Connect Event - at the PNC Triangle Club at the Durham Bulls Athletic Park. Some of the key focuses of this event will be housing services, social services, veteran services, medical services, and identification services through the Department of Motor Vehicles. Also representation from the local District Attorney's office and one of the District Court Judges to do expungement of minor offenses will be participating.

Mr. Schmeidler thanked Project Analyst Keshia Barnette (Department of Community Development) for helping to organize and schedule the various planning meetings as well as making connections with the Durham Bulls Athletic Park. Planning meetings have been scheduled for Fridays on November 2<sup>nd</sup>, November 16<sup>th</sup>, November 30<sup>th</sup>, December 7<sup>th</sup> and December 21<sup>st</sup>.

According to Mr. Schmeidler, in the final weeks before the 2019 Connect Events, planning meetings will be held weekly on January 4<sup>th</sup>, January 11<sup>th</sup> and January 18<sup>th</sup>.

All meetings will take place from 10:00 am – 11:30 am in the Main Conference Room at the Department of Community Development in the Golden Belt Building. Everyone's participation is welcomed. Ms. Barnette stated that she will send out a schedule of these meetings.

Chair McCollers asked if the mobile app for the Count will change or will they continue to use the app from prior years. Mr. Schmeidler stated that at this point they are planning to change the mobile app. They have recently received an encouragement from HUD to explore using the ARC GIS mobile app. Mr. Schmeidler noted that the City's Technology Solutions Department has been contacted and he understands that the city already has a subscription for the software. ARC GIS has developed a mobile application that can be used for Point-in-Time Counts. Mr. Schmeidler will be looking further into this option with Technology Solutions.

Chair McCollers noted that she is aware there are subcommittees to the planning phases for the event; she asked if there are any committees that currently don't have representatives assigned to chair the committee.

Mr. Schmeidler pointed out that some potential chairs have been outlined for the various groups described but the list has not been solidified yet.

Vice-Chair Thompson asked that she be added to the committee. She commented that because of inclement weather in September, the VA was unable to have their Stand Down event at the Durham County Stadium. She noted that many homeless veterans in the Durham community were not able to access the dental bus, audiologist bus and various other services.

Mr. Schmeidler stated that Secretary Crooms had previously volunteered to chair the Veteran Services portion of the Connect Event. Committee Member Vick-Lewis volunteered to be added to the list as well.

### **Subject: Announcements**

At the request of Committee Member Holmes, Chair McCollers announced the upcoming play "The Color Purple" will be performed by the Hillside High School Drama Department. Committee Member Holmes has tickets on sale for anyone who is interested in attending.

Vice-Chair Thompson reminded everyone that in recognition of Veterans Day in November, many events will be held to recognize the Veterans. As she receives information about the events, she will be forwarding them on to her group so people can share with others.

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Committee Member Burch announced that he has been asked to represent Durham at the National PCORI Conference in DC for end of life care. He asked that if anyone has any ideas or something they would like to pass on to him to please send him an e-mail so he will have it at the conference. He wants to make sure Durham's concerns are heard to help people who are going through these situations so that they may make the necessary means.

Also, Committee Member Burch reminded everyone to vote and to please support him. He is running for State House, District 30.

Chair McCollers announced that Durham CAN is having an event on Saturday, October 27, 2018 from 10:00 am – 11:30 am at First Presbyterian Church. She added this event is all about our folks who are re-entering from the prison system. They will be speaking with elected officials and judicial members and after the event they will be going as a group to vote.

Chair McCollers asked that all who have the time to please go out to the Durham CAN event and offer support for these individuals. She plans to be in attendance.

### **Subject: Adjourn**

**Motion by** Committee Member Burch, seconded by Committee Member Cason to adjourn the meeting was approved unanimously.

With no further business to come before the body, Chair McCollers adjourned the meeting at 3:55 p.m.

Respectfully Submitted

Sheila Bullock  
Office of the City Clerk